



For Immediate Release

TEAMSUPPORT.COM SCALES BEANSTALK

(Dallas, TX August 26, 2009) **TeamSupport.com** – an integrated SaaS based customer service, product management, and bug tracking system – today announced a compelling integration between TeamSupport and Beanstalk (www.BeanStalkApp.com), a popular hosted Subversion (SVN) platform created by Philadelphia based WildBit. Beanstalk is used by software developers to manage versions and source code changes.

"Source control applications are critically important to the software design process," according to Robert C. Johnson, CEO of TeamSupport. "They permit developers to check-in or 'commit' new code, view changes from previous versions, roll back to earlier versions, etc. As a SaaS company, we chose Beanstalk's hosted SVN solution for ourselves because it's remarkably simple to set-up and they're religious about backing-up and protecting our code."

The Beanstalk team was very accommodating to work with, and we quickly put together a very slick integration," said Johnson. "Once configured, whenever a Beanstalk user 'commits' a new version, all the TeamSupport tickets addressed are automatically associated with it, along with a link to view the actual lines of changed code – it's really powerful stuff!" concluded Johnson.

TeamSupport, conceived and developed by the software veterans of Muroc Systems, was created to address the very real need for better communication between manufacturers, their customers, and key client-focused teams within

their organizations. "We recognized the need to keep everyone in-the-loop by integrating customer service, product development, sales and QA," Johnson explained. "TeamSupport breaks down the barriers between help desk and bug tracking systems. Having both groups working from the same knowledge base greatly enhances internal and external communications and that translates into happier customers and a better product."

TeamSupport, easily configured and customized, is offered in several reasonably priced versions and is scalable from a simple help-desk system to an enterprise wide issue, bug, feature, and customer management system.

About TeamSupport

TeamSupport.com is a wholly-owned subsidiary of Dallas, TX-based Muroc systems, Inc. (www.MurocSystems.com), a holding company focused on developing productivity enhancing software products delivered via the Software-as-a-Service (SaaS) model.

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